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Aug 29th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I live in San Francisco and, like many young working people today, I work out of a home office. When I started working, my livelihood in part depended on my finding a reliable internet provider. I chose Sonic (based in Santa Rosa, CA) as my internet provider because they offered a price that I could afford, and because I knew that DSL would be a more reliable connection than cable internet.

I have friends and colleagues who rely on Comcast for their internet service, and they are regularly frustrated with the poor service that Comcast provides. I would be too. I would be especially frustrated by the fact that Comcast is much more expensive than Sonic. Comcast customers are paying more for poorer service.

I've never had any issues with my Sonic-provided internet connection, and during my few interactions with their customer service representatives I have always been shown courtesy and respect. Again, based on what my friends and colleagues tell me, I know that I would not get that same kind of personable service with Comcast.

Sonic knows full well that they are doing a much better job than their competitors, because they treat their customers well and they take customer service seriously. Companies like Sonic should be allowed to grow because they have honest, trustworthy leadership that fosters a positive company culture.

I hope that you will make the right decision and allow for competition amongst broadband providers.

Neil Ballard